



Washington State
Department of Social
& Health Services

Transforming lives

Secure Email Instructions External Users

REVISION HISTORY

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CONTENTS

INTRODUCTION	3
ACCOUNT MANAGEMENT	4
FIRST TIME ACCOUNT CREATION	4
NEW USER REGISTRATION.....	5
ACCOUNT INACTIVITY	6
FORGOT YOUR PASSWORD.....	7
VIEW A SECURE EMAIL MESSAGE	10
REPLY TO A SECURE EMAIL MESSAGE	11
COMPOSE A NEW MESSAGE	12
SAVE A DRAFT.....	13
ACCOUNT OPTIONS	13
CHANGE YOUR PASSWORD.....	14
CHANGE YOUR NAME	15
ADD A SIGNATURE	16
CHANGE YOUR LANGUAGE.....	17
MAILBOXES AND FOLDERS	17
LIMIT THE NUMBER OF MESSAGES PER PAGE.....	18
SORT A MAILBOX	18
SEARCH A MAILBOX	19
FILTER A MAILBOX.....	20
MOVE A MESSAGE	20
Drag and Drop Messages.....	20
Select the Destination Folder from a Menu	21
Delete Messages	21

INTRODUCTION

The Secure Email service is provided to allow you to communicate confidentially with DSHS employees, other business partners regarding DSHS clients, and DSHS clients. Secure Email is strictly intended for official business in the service of DSHS clients and must not be used for personal or other business use.

Questions?

If your questions focus on the content of your secure email message, please contact the sender of your message to ask them for assistance.

For information about using this secure message system or you need help accessing your secure email message, please email or call the WaTech Service Desk at

servicedesk@watech.wa.gov

(360) 753-2454

(888) 241-7597

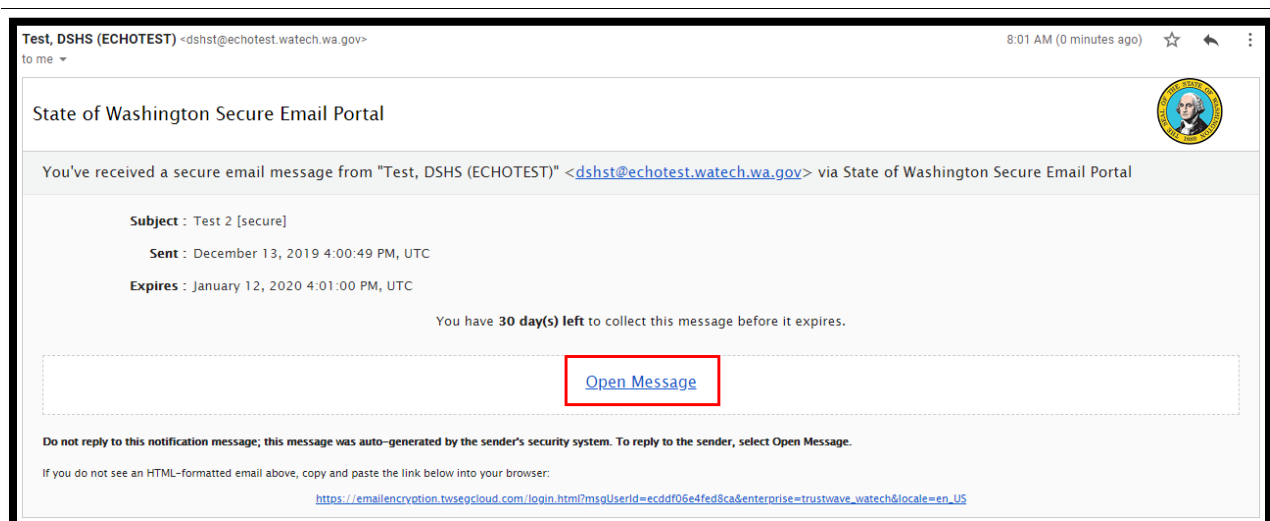
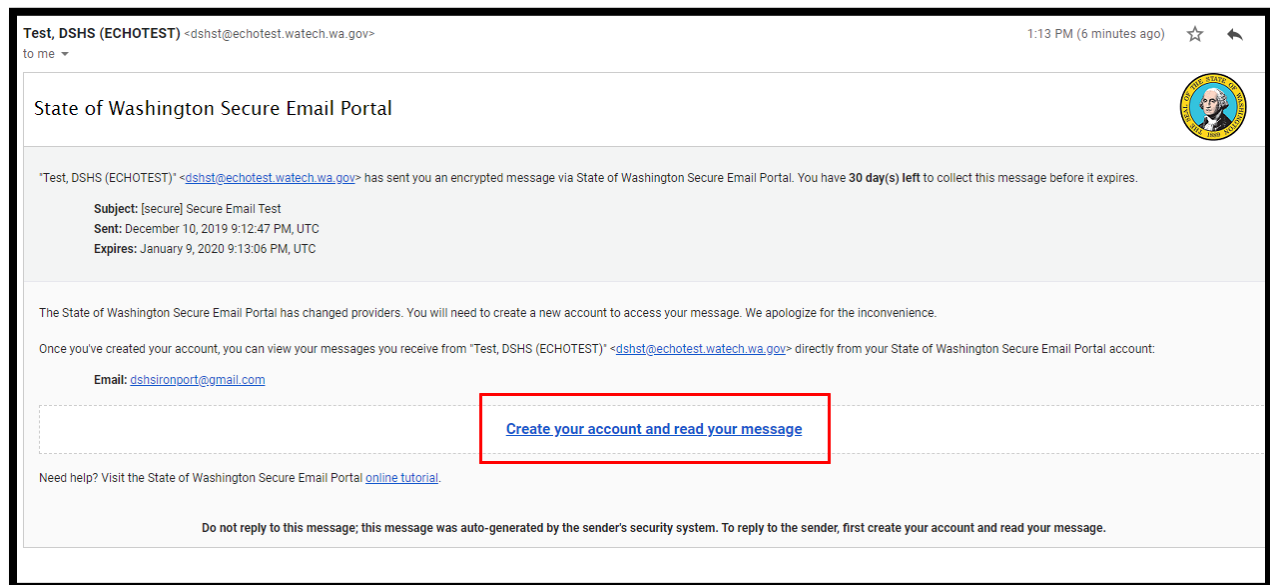
The WaTech Service Desk will only be able to assist you with technical issues. If your questions are about the content of your message, the WaTech Service Desk will be unable to help. Please ask the sender of your message for assistance.

ACCOUNT MANAGEMENT

FIRST TIME ACCOUNT CREATION

To begin using Secure Email to correspond securely with DSHS, you must first have an account created in the Secure Email system. You will receive an email requesting you access the State of Washington Secure Email Portal to create an account. This is a requirement before retrieving the DSHS secure email.

The first time a DSHS employee sends you a secure email, you will be asked to **“Create your account and read your message”**.



On first time use, the secure message will contain a link **“Create your account and read your message”**. If you have already created an account, the message contains an **“Open Message”** link that will open the **Secure Email Portal** logon page.

NOTE: If the link doesn't work, you can copy and paste the link provided in the email into your internet browser's address bar.

Depending on your email settings, this and future notices may be blocked or quarantined by your anti-spam software. Please check your junk email, if found there, you can retrieve the message and add noreply@encryption.twsegcloud.com to your safe sender list so that any future notification will be routed to your inbox. If you still can't find the secure message notification email, contact your IT department or Internet service provider and have them white list noreply@encryption.twsegcloud.com for inbound mail. Once completed, ask the message sender to resend the secure message.

NEW USER REGISTRATION

1. Click the activation link included in the secure email you have received from DSHS.
2. The secure email registration page (pictured below) opens with your email address already filled in.
3. Enter your First and Last Name

4. Enter a password which must meet the following standards established by Washington State policy.

Passwords must be at least 10 characters in length and meet all of the following conditions:

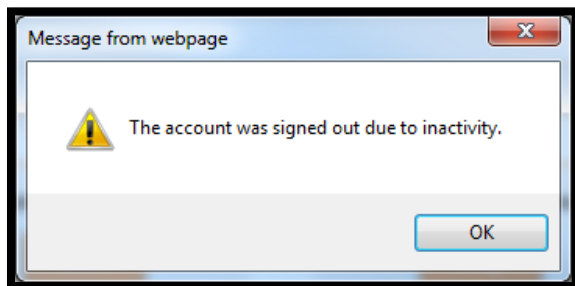
- Contain a number
- Contain both uppercase and lowercase letters
- Contain at least one special character, such as ~!@\$?^&. Note that the asterisk and period are not valid special characters.
- **Cannot** include your name or email address, or be a complete word.
- Be significantly different from the previous four passwords. Passwords that increment (Password1, Password2, Password3 ...) are not considered significantly different.

5. Re-enter the password.

6. Select the **Activate** button.

ACCOUNT INACTIVITY

Note: The Secure Email Portal will automatically sign you out after a period of inactivity. To login to the Secure Email Portal again, select the **OK** button from the dialog box and reenter your credentials.



FORGOT YOUR PASSWORD

1. Open your State of Washington Secure Email Portal message notification.

You've received a secure email message from "Test, DSHS (ECHOTEST)" <dshst@echotest.watech.wa.gov> via State of Washington Secure Email Portal

2. Click the Open Message link. The Login page appears.

State of Washington Secure Email Portal

You've received a secure email message from "Test, DSHS (ECHOTEST)" <dshst@echotest.watech.wa.gov> via State of Washington Secure Email Portal

Subject : Test 2 [secure]
Sent : December 13, 2019 4:00:49 PM, UTC
Expires : January 12, 2020 4:01:00 PM, UTC

You have **30 day(s)** left to collect this message before it expires.

[Open Message](#)

Do not reply to this notification message; this message was auto-generated by the sender's security system. To reply to the sender, select Open Message.

If you do not see an HTML-formatted email above, copy and paste the link below into your browser:
https://emailencryotion.twsegcloud.com/login.html?msqUserId=ecddf06e4fed8ca&enterprise=trustwave_watech&locale=en_US

3. Click the "Forgot your password?" link. The Password Recovery page appears.

To log into State of Washington Secure Email Portal,
enter your email address and password.

Password:

Login

[Forgot your password?](#)

4. Enter your email address and click Next.

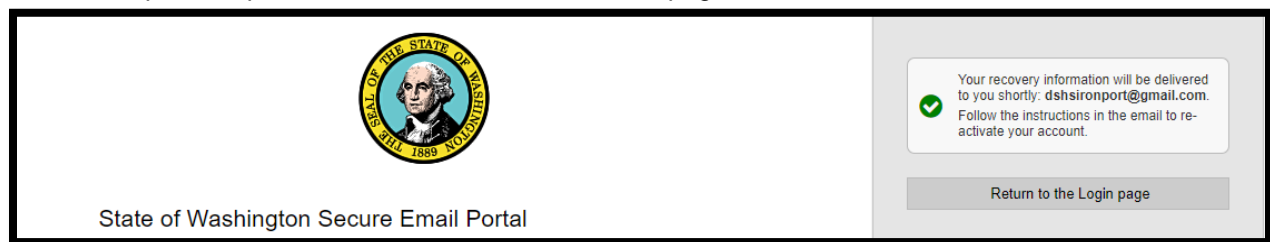
Password Recovery

Please enter your State of Washington Secure Email Portal email address. You should receive an email with instructions on how to reactivate your account shortly.

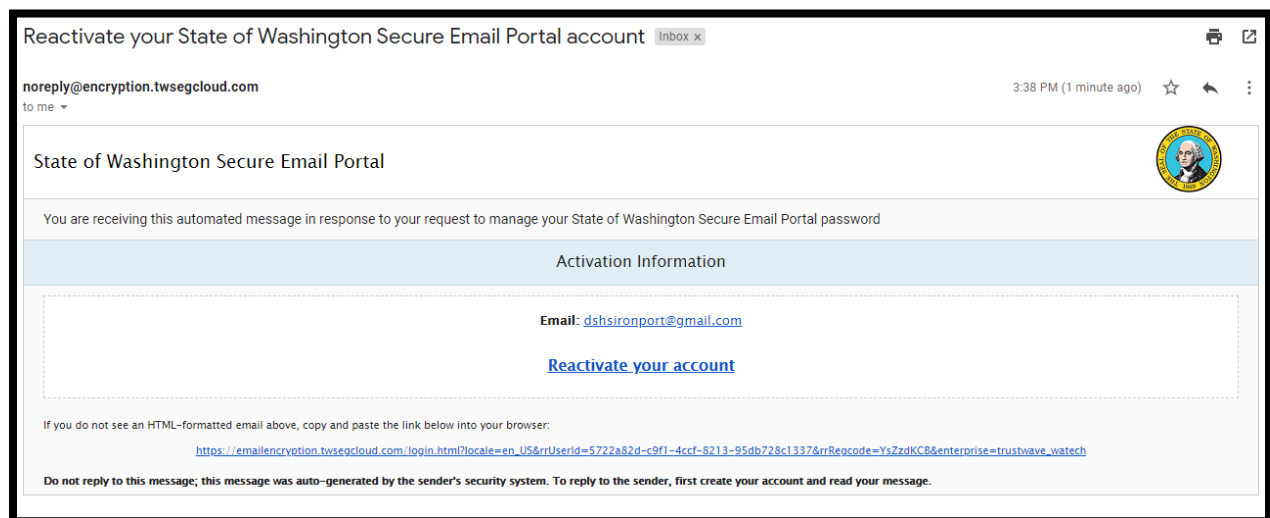
Next

[Back to Login](#)

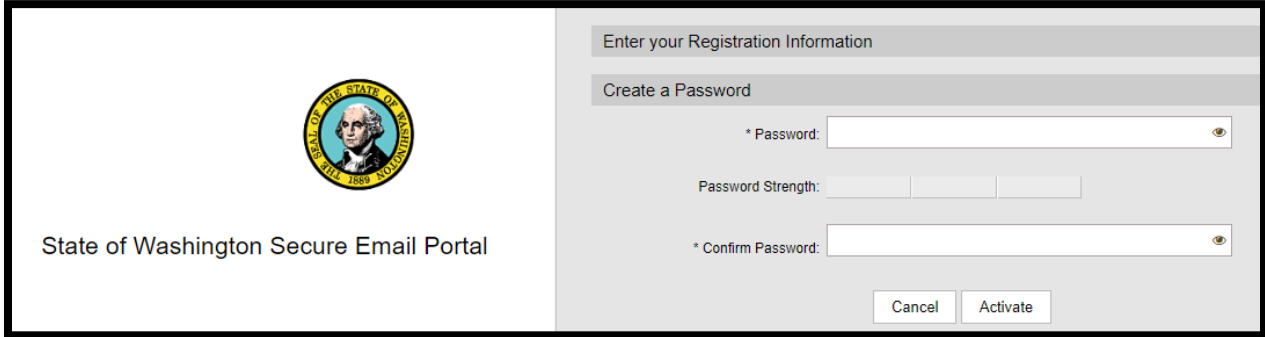
5. Your request for password reset is confirmed on the page.



6. The State of Washington Secure Email Portal sends a new account activation email to your email address.



7. Use the new account activation email to re-register. Once registration is complete, you can log in to read and reply to any messages in your inbox.



The screenshot shows a web interface for the "State of Washington Secure Email Portal". On the left, there is a circular seal of the State of Washington and the text "State of Washington Secure Email Portal". On the right, there is a registration form titled "Enter your Registration Information". The form has a section "Create a Password" with the following fields: "* Password:" (a text input field with a toggle icon), "Password Strength:" (a progress bar), and "* Confirm Password:" (a text input field with a toggle icon). At the bottom right of the form are two buttons: "Cancel" and "Activate".

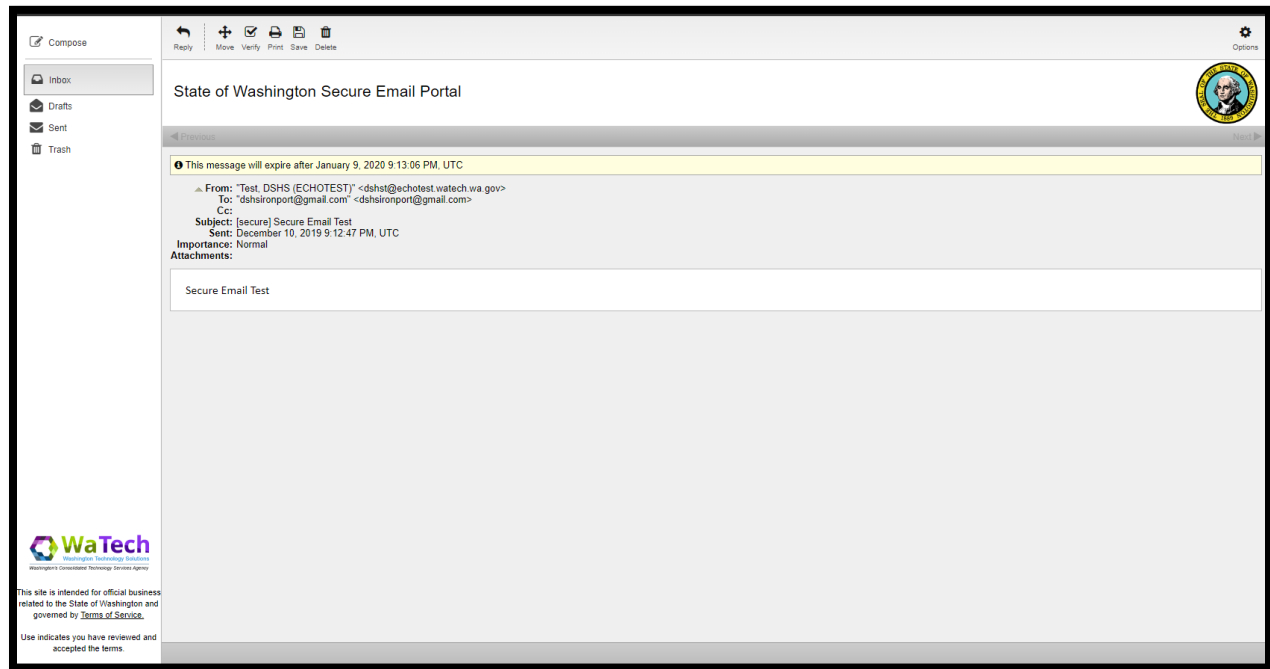
Note: You cannot re-use your previous four passwords.

Passwords must be at least 10 characters in length and meet all of the following conditions:

- Contain a number
- Contain both uppercase and lowercase letters
- Contain at least one special character, such as ~!@#\$%^&. Note that the asterisk and period are not valid special characters.
- Cannot include your name or email address, or be a complete word.
- Be significantly different from the previous four passwords. Passwords that increment (Password1, Password2, Password3 ...) are not considered significantly different.

VIEW A SECURE EMAIL MESSAGE

After a successful login, the secure email message (pictured below) will be displayed.

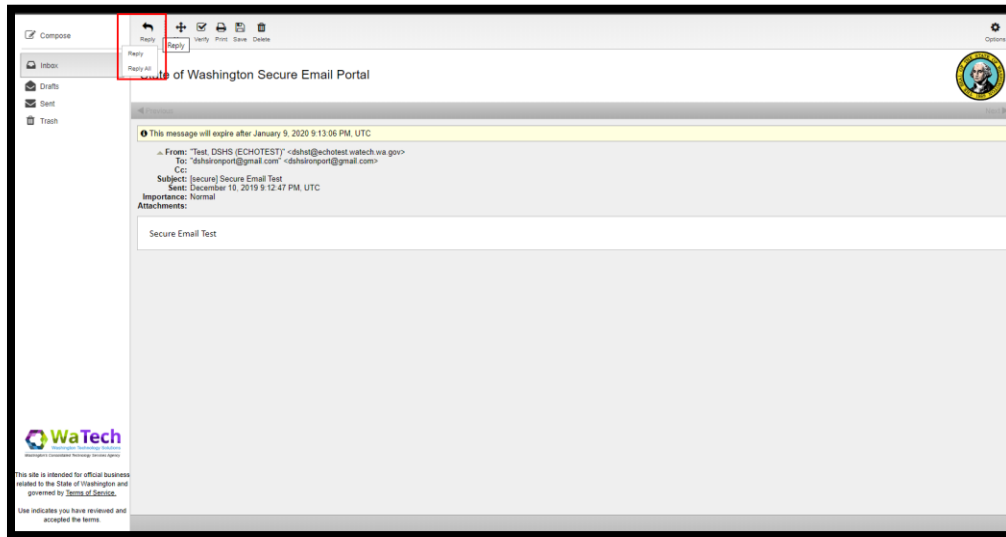


Within the secure email you received, you are provided with nine actions:

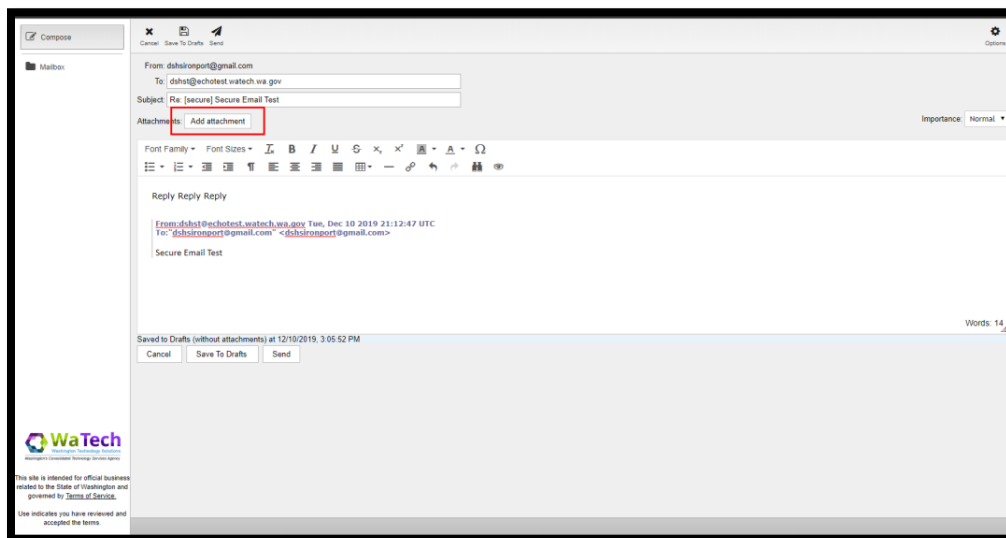
Reply	Reply All	Move to Draft
Move to Sent	Move to Trash	Verify
Print	Save	Delete

REPLY TO A SECURE EMAIL MESSAGE

1. From an open message, select the **Reply** or **Reply All** buttons (pictured below).



2. Compose your message and add any file attachments by clicking **Add Attachment** button and browsing to the file.



3. Click **Send**. Your message is sent securely to the recipient.

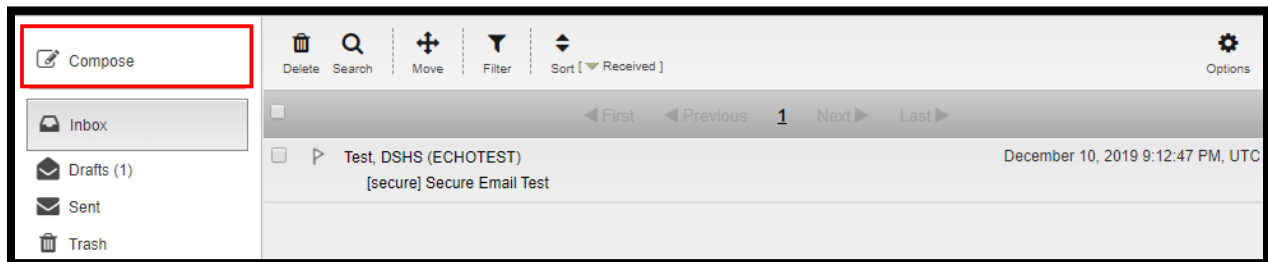
NOTE: The Reply and Reply-all features do not allow you to add additional recipients. If you need to communicate with other people at the State of Washington, compose a new message instead.

COMPOSE A NEW MESSAGE

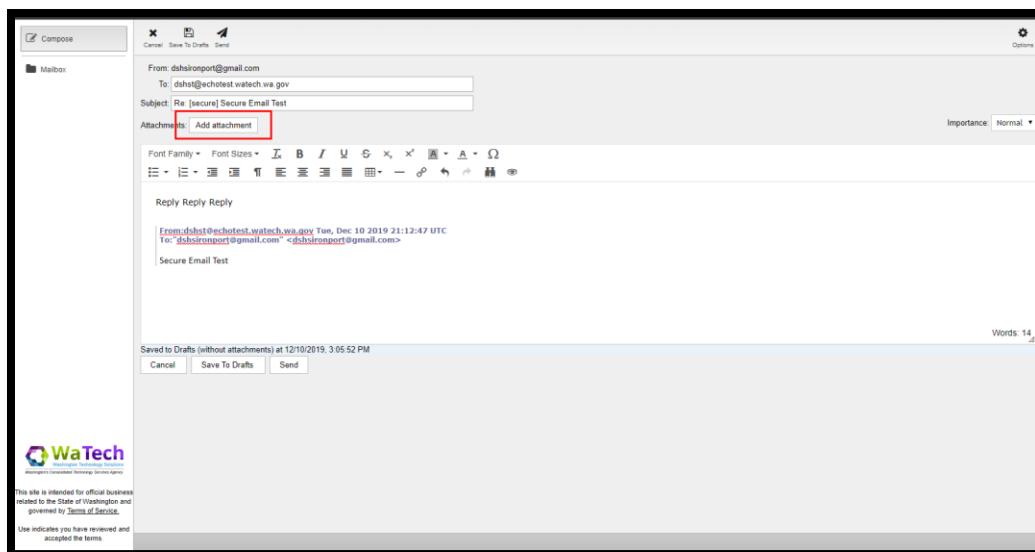
You can compose a new message to the State of Washington. This is handy when you do not have any messages in your Mailbox view. When composing, the State of Washington Secure Email Portal automatically saves a draft of your message every two minutes. You can also manually [Save a Draft](#) at any time.

To compose a new message, you must know the email address of the person you wish to email. The available Washington email domains will appear in the drop-down list, and you will type the first part of the address (the part before the @ symbol) in the edit field.

1. Click the **Compose** button in the top-left corner of the screen.

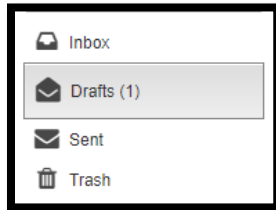


2. Compose your message and add any file attachments by clicking **Add attachment** button and browsing to the file. Click send to send the message securely to DSHS.

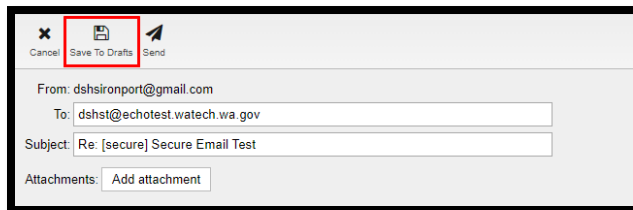


SAVE A DRAFT

If you wish to save an unsent message to be completed or sent later, you can save the message as a draft. New draft messages are saved to the Drafts folder. You can move unsent drafts to the folder of your choice.



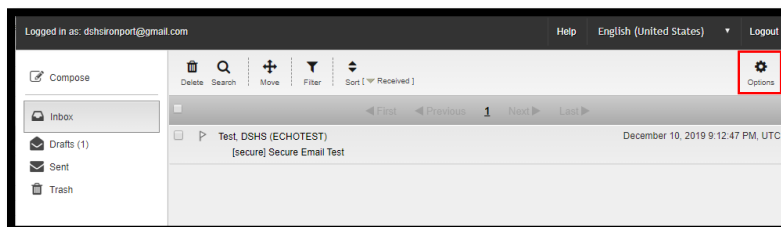
To save a draft, on the compose screen, click **“Save To Drafts”**. The message is saved to the Drafts folder (or saved in place if you have moved the draft to a different folder).



WARNING: Attachments are not saved with draft messages.

ACCOUNT OPTIONS

The Secure Email portal will contain options for you to manage your account. This includes changing your password, changing your name, and setting a signature. To change your options, click the Options button in the top right corner of the State of Washington Secure Email Portal.



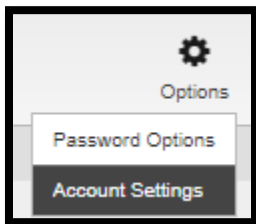
CHANGE YOUR PASSWORD

You can change your State of Washington Secure Email Portal password at any time. You should change your password on a regular basis. Depending on your enterprise password policy, you may be required to change your password at regular intervals. Passwords must be at least 10 characters in length and meet all of the following conditions:

- Contain a number
- Contain both uppercase and lowercase letters
- Contain at least one special character, such as ~!@\$?^&. Note that the asterisk and period are not valid special characters.
- **Cannot** include your name or email address, or be a complete word.
- Be significantly different from the previous four passwords. Passwords that increment (Password1, Password2, Password3 ...) are not considered significantly different.

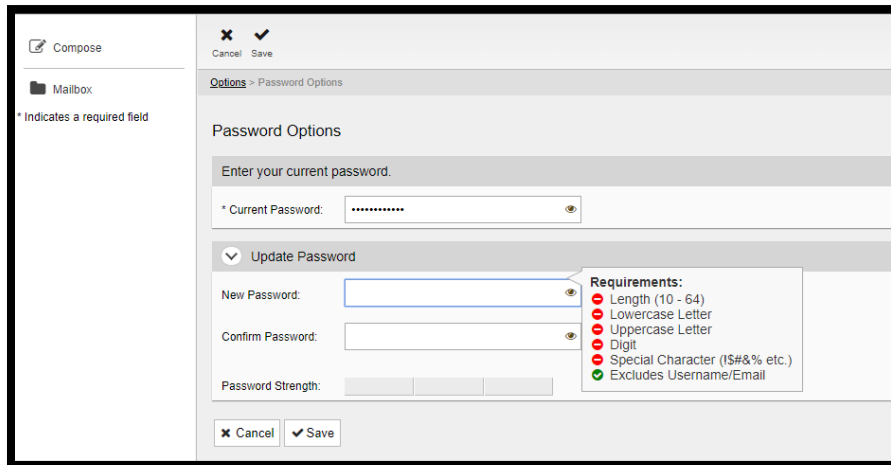
To change your password:

1. Log into the State of Washington Secure Email Portal account.
2. From the mailbox view, select **Options > Password Options**. The *Password Options* page appears.



3. Enter your current and updated passwords. The password strength indicator changes color from red (weak) to yellow to green (strong) as the strength of your new password increases.

4. When you are finished, click the **Save** button.



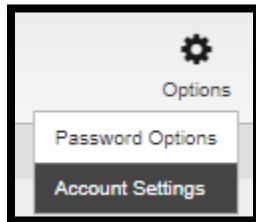
The screenshot shows a 'Password Options' dialog box. On the left is a sidebar with 'Compose' and 'Mailbox' options. The main area has a title bar with 'Cancel' and 'Save' buttons. Below the title bar is a breadcrumb 'Options > Password Options'. The section is titled 'Password Options'. It contains a label 'Enter your current password.' followed by a text field labeled '* Current Password:' with a masked password '*****' and an eye icon. Below this is a section titled 'Update Password' with a dropdown arrow. It contains three text fields: 'New Password:', 'Confirm Password:', and 'Password Strength:'. To the right of these fields is a 'Requirements:' box listing: Length (10 - 64), Lowercase Letter, Uppercase Letter, Digit, Special Character (!\$#&% etc.), and Excludes Username/Email. At the bottom are 'Cancel' and 'Save' buttons.

CHANGE YOUR NAME

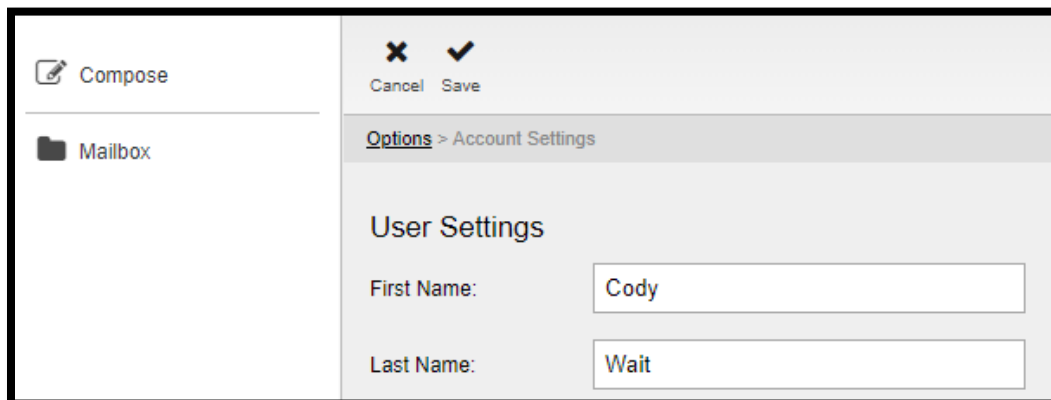
You can update your name that is used when you reply or compose a message. This is handy if your name has changed or was not correct when you registered.

To change your name:

1. Select **Options > Account Settings**. The *User Settings* page appears.



2. Edit your First Name and/or Last Name
3. Click **Save**. Your name is saved.



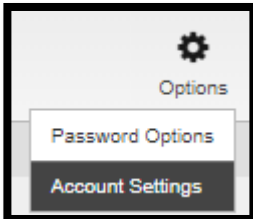
The screenshot shows the 'User Settings' page. It has a sidebar with 'Compose' and 'Mailbox' options. The main area has a title bar with 'Cancel' and 'Save' buttons. Below the title bar is a breadcrumb 'Options > Account Settings'. The section is titled 'User Settings'. It contains two text fields: 'First Name:' with the value 'Cody' and 'Last Name:' with the value 'Wait'. At the bottom are 'Cancel' and 'Save' buttons.

ADD A SIGNATURE

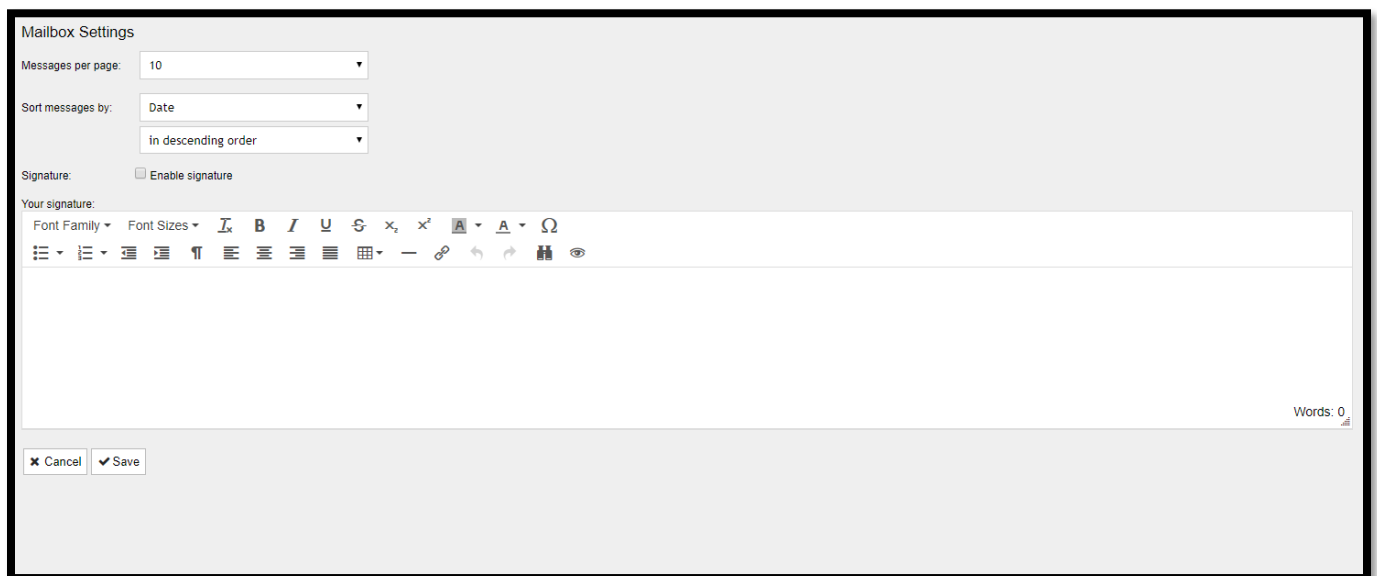
You can automatically append a signature to all outgoing messages. This is useful if you find yourself sending several secure replies or new messages.

To add a signature:

1. Select **Options > Account Settings**. The *Mailbox Settings* page appears.

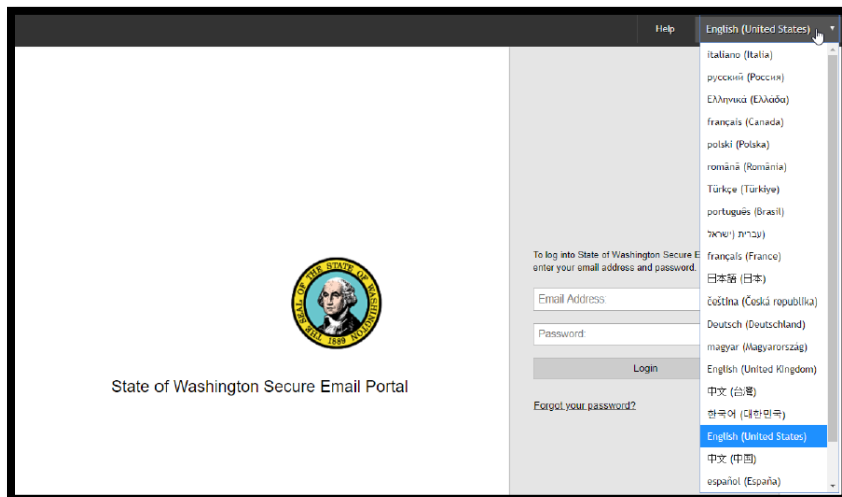


2. Check the **Enable signature** check box.
3. Enter your signature in the **Your signature** rich text field. The signature field supports all the same formatting options as a regular email message.
4. Click **Save**. Your signature is saved. Your signature will appear in the compose window when you create a new message.

A screenshot of the "Mailbox Settings" page. At the top, it says "Mailbox Settings". Below this, there are three settings: "Messages per page:" with a dropdown menu set to "10", "Sort messages by:" with a dropdown menu set to "Date", and "In descending order" with a dropdown menu set to "In descending order". Below these settings, there is a "Signature:" section with a checkbox labeled "Enable signature". The checkbox is currently unchecked. Below the checkbox, there is a "Your signature:" label and a rich text editor. The rich text editor has a toolbar with various formatting options like font family, font size, bold, italic, underline, link, unlink, text color, background color, and list. The text area of the rich text editor is empty. At the bottom right of the text area, it says "Words: 0". At the bottom of the page, there are two buttons: "Cancel" and "Save".

CHANGE YOUR LANGUAGE

You can change the language of the State of Washington Secure Email Portal at any time by selecting a different language from the drop-down list in the top-right corner of the page. The language selector exists on every page.



Note: This will not change the language of the secure messages you receive from the State of Washington. It changes all the text you see on the State of Washington Secure Email Portal web pages, and notifications that are emailed to you.

MAILBOXES AND FOLDERS

Messages are organized into mailboxes and folders in the same manner as in a standalone email client such as Microsoft Outlook. By default, messages are sorted into four mailboxes:

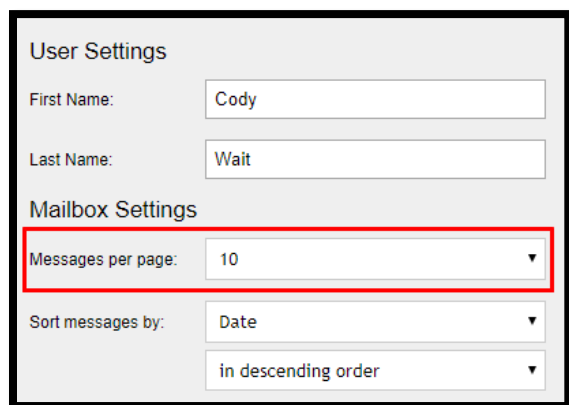
Inbox	All new messages appear here
Drafts	All auto- or manually-saved draft (unsent) messages
Sent	All successfully sent messages appear here
Trash	All deleted messages appear here

LIMIT THE NUMBER OF MESSAGES PER PAGE

You can change the messages per page limit for all mailboxes / folders.

To change the message per page limit,

1. Select Options > Account Settings. The Mailbox Settings page appears.
2. From the Message per page dropdown, select the new value.



The screenshot shows the 'User Settings' and 'Mailbox Settings' sections. In the 'Mailbox Settings' section, the 'Messages per page' dropdown menu is highlighted with a red rectangular box. The dropdown currently shows the value '10'. Below it, the 'Sort messages by' section shows 'Date' and 'in descending order' as selected options.

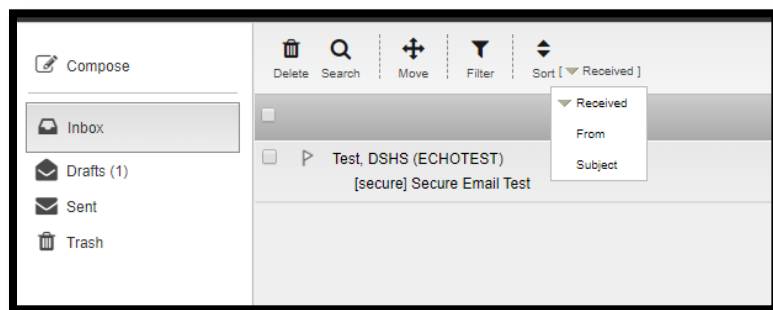
3. Click Save.

SORT A MAILBOX

You can sort a mailbox or folder in ascending or descending order based on one of the following criteria:

- Date received
- From address
- Subject

The current sort, as well as the sort order (ascending/descending) is listed in square brackets next to the Sort menu.



To sort a mailbox or folder, hover your mouse over the Sort menu, and select the sorting criteria from the menu. The current mailbox or folder is sorted and the sort criteria and direction (ascending or descending) appears next to the Sort menu.

To change the sort order, click on the up/down arrow next to the current sort.

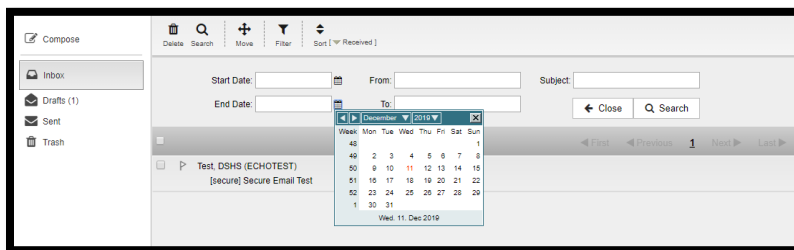
SEARCH A MAILBOX

The search function is limited to a single folder and acts as an advanced filter. You can search a mailbox or folder for messages matching one or more of the following criteria:

- Date Range
- From address
- To address
- Subject

To search for a message:

1. Navigate to the mailbox or folder that you wish to search
2. Click Search. The search panel appears.
3. Enter your search criteria.
4. Click Search in the search panel. All messages matching your criteria appear.



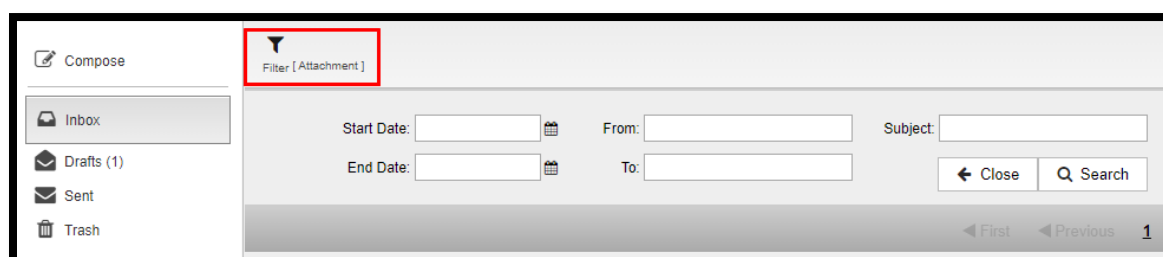
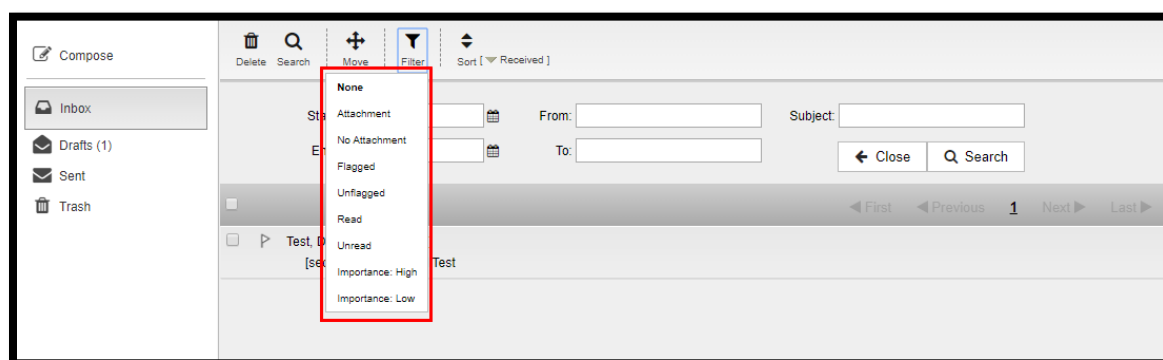
NOTE: Any pre-existing Filters and/or Sorts are applied to the search results.

FILTER A MAILBOX

You can filter a mailbox or folder to show only messages that meet one of the following criteria:

Attachment	No Attachment	Flagged
Unflagged	Read	Unread
High Importance	Low Importance	

To filter a mailbox or folder, hover your mouse over the Filter menu, and select the filter criteria from the menu. The selected filter is applied to the current mailbox or folder and the filter criteria appears next to the Filter menu.



MOVE A MESSAGE

You can move one or more messages from one mailbox or folder to another by either dragging or dropping, or by selecting the destination folder from a menu.

Drag and Drop Messages

To move a message by dragging and dropping:

1. Select the messages that you wish to move by checking the checkbox to the left of each message. The selected messages are highlighted.
2. Click and hold on any of the selected messages. The mouse cursor changes to an envelope with the number of selected messages.
3. Drag the envelope into the desired mailbox or folder. The messages are moved to the new folder and are removed from the current folder.



Select the Destination Folder from a Menu

To move a message by selecting the destination folder from a menu:

1. Select the messages that you wish to move by checking the checkbox to the left of each message. The selected messages are highlighted. You can also select a message by opening the message to read it.
2. Hover your mouse over the Move menu, a menu appears with a list of mailboxes and folders.
3. Click the desired mailbox or folder. The messages are moved to the new folder and are removed from the current folder.

Delete Messages

Before you can delete a message, you must move that message to the Trash folder. To move a message to the trash folder, perform any of the following steps:

- Select one or more messages, and then click and drag them from the current folder to the Trash folder.
Or
- Select one or more messages, and then click  icon.
Or
- Open a message, and then click  icon.

You can delete messages in the Trash folder on an individual basis, or you can empty the Trash folder to permanently delete all messages stored within. In either case you are prompted to confirm your choice.

To empty the trash folder, select the Trash folder and click the recycle symbol:

